




Today, you will receive your Fort Jackson Total Army Sponsorship Training and ACS In-Processing Brief.



At Fort Jackson, the Total Army Sponsorship Program (TASP) training is mandated by leadership and is required for all in-processing Soldiers to complete prior to reporting to their assigned Unit.

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## Agenda

- What is Total Army Sponsorship?
- Why is Sponsorship Important?
- Who is a Sponsor: Appointing a Sponsor
- Sponsor's Duties: Pre-Arrival/Arrival/
- Sponsor's Duties: What Not to Do
- Army Community Service (ACS) Can Help!
  - Relocation Readiness
  - Financial Readiness
  - Employment Readiness
  - Family Advocacy
  - Volunteer Corp
  - Information & Referral
  - Survivor Outreach Services
- Resources
- Questions/Closing



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This is the agenda of what will be covered in the training.

Upon completion of the TASP training, you will move right into the ACS in-processing brief.

A TASP certificate of completion will be provided at the end for you to present to your BDE S3 upon in-processing.

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## What is Total Army Sponsorship

- The US Army created the Total Army Sponsorship Program (Army Regulation 600-8-8) to assist Soldiers, civilian employees and Family members during their relocation.
- Provides newcomer's with realistic **POSITIVE** expectations
- Provides accurate and timely information and basic guidance in the Permanent Change of Station (PCS) process
- To integrate Soldiers, Civilians and their Families into their new unit and community
- Commander's program – Commander and Sponsor's are the **Key to Success!**



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What is your definition of the TASP?

According to AR 600-8-8 (which governs the program), the Total Army Sponsorship Program is to integrate Soldiers, Civilians & their Families into their new unit and community. This is the Commander's program; they are responsible for ensuring that incoming personnel receive a sponsor.

*We see Soldiers coming in to ACS who are frustrated because they requested a sponsor and did not receive one. This already creates a negative experience for the Soldier, you want the Soldier's experience to be a positive one.*

Again, it is the Commander's program. By working together, the commander and sponsors are the key to the success of the program.



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## Why is Sponsorship Important?

- Most people need and appreciate help when they move to a new location. Relocation is stressful. **Its Demanding: Mentally – Emotionally – Expensive - Time-consuming**
- A sponsor's assistance can make all the difference in helping newcomers:
  - Relax
  - Become Productive
  - Settle in as quickly as possible
- Sponsorship is a **TEAM** effort for the entire unit and command, as well as individual Sponsors.



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### Why sponsorship is important?

The purpose of Sponsorship is to ensure a smooth transition for incoming personnel and their Families. Relocation can be mentally & emotionally draining, expensive and time-consuming causing poor moving decisions, loss of work time, sense of lost, fear of unknown and a feeling of isolation.

Having the assistance of a sponsor can help incoming personnel feel relax, more productive and help with getting settled in as quickly as possible.

Sponsorship is a **TEAM** effort.



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## Who is a Sponsor?

A Soldier or Civilian, **Volunteer** or **Appointed** by the unit tasked to assist incoming personnel and their Families with regards to in-processing, getting settled and learning about the unit and community.

**A Sponsor is identified based on:**

- Trained – ACS Relocation
- Equal or higher rank than newcomer
- Similar MOS (Military) or background
- Same Marital/Family status
- Same gender

**You should NOT BE a Sponsor if you are :**

- The person the new arrival will replace
- Expecting to undergo a PCS move in the near future (6 mos)
- Undergoing admin separation



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All can be an appointed sponsor but here at Fort Jackson, Soldiers receive sponsorship training as soon as they arrive so that units have trained sponsors.

The slide indicates how a sponsor should be identified and who should not be a sponsor.

The sponsor should normally be:

- In a rank equal to or higher than the incoming Soldier or civilian employee, when practical.
- The same gender, marital status and according to the AR they should have the same military career field or occupational series as the incoming soldier or civilian employee when feasible.
- Familiar with the unit or activity and community.
- You should also add Motivated to that list: Someone who is lively, take pride in their duties as a Soldier. Speaks highly of the unit and chain of command (even if you do not like it, remain positive).

The sponsor should normally not be:

- The person being replaced by the incoming Soldier or civilian employee.
- Within 60 days of a PCS.
- And definitely **NOT** someone undergoing admin separation.



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## Sponsor's Responsibilities

Do not despair if this is your first time as a sponsor. Likely, the person you are sponsoring is **quite capable of handling their move without too much assistance** and will only require a basic orientation to their new surroundings.

Keep in mind that being a sponsor is **nothing more than being a friend**. To understand your basic responsibility as a sponsor, simply **think of the kind of help you would want** if you were making a move and keep this point of view in mind while dealing with your newcomer.



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Slide, self-explanatory



## Sponsor's Responsibilities (Cont'd)

Above all, **have fun**. A **sponsor's task is not a burden**, it is an opportunity to make a friend and – hopefully – **use** some of **your practical experiences** to **reduce** some of the **stress** that sometimes **accompanies** a **PCS move**.

The **critical point is that first impression** as well as initial support offered to new personnel **is particularly important**. Front-end support can make a **huge difference** as to whether someone **will adjust quickly** to a new setting and **become productive** or **cause a loss of productivity** and **possibly lost duty days due** to a **prolonged adjustment period**.



Slide, self-explanatory

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## Sponsor's Responsibilities (Cont'd)

### Sponsor's Duties: Pre-Arrival

- Send initial contact letter/email within 10 days of appointment
- Pay attention to the following:
  - Expected arrival date & time (Confirm transportation arrangements to post)
  - Needs of Soldier/Family
  - Lodging & housing arrangements
  - Exceptional Family Member needs




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The initial contact letter should contain a work address, email address and telephone number where the sponsor may be reached. Sponsors are encouraged, but not required, to include their personal email address and telephone number to facilitate contact. The DA 5434 form asks the newcomer to list any special needs and other information. The sponsor should pay special attention to these needs as research may be necessary to provide timely answers to the newcomer, preferably in the initial contact letter. (DA5434 gives the sponsor lots of information about the incoming personnel & Family; pay close attention to the details contain on this form)

- Be sure to find out the expected arrival date and time. Confirm how they will be traveling; if flying, confirm how they plan to get to post.
- Are there any needs that the Soldier/Family may have
- Housing – want to live on/off-post
- Are there any EFMP Family Members, and do they require special accommodation?



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## Sponsor's Responsibilities (Cont'd)

### Sponsor's Duties: Pre-Arrival (Cont'd)

- School Information
- Youth Sponsorship
- Send a Welcome Packet - hard copy from ACS or electronic copy from [www.installations.militaryonesource.mil/](http://www.installations.militaryonesource.mil/)
- Inform the Command or Supervisor of changes in incoming Soldier's status
- Provide current, accurate and timely responses to all follow-up correspondence



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- If there are school age children, what grades? Make sure you put them in contact with the School Liaison Officer, 751-6150.
- Will the children need a youth sponsor? If so, Fort Jackson has a Youth Sponsorship Program where youth of all ages are sponsors for incoming youth, contact the SLO, 751-6150.
- ACS Relocation Readiness can assist with welcome packets (hard copy or electronic). You can refer to the military installation website. This is where they can get an electronic welcome packet.
- Occasionally, a Soldier/Civilian's status will change before arrival. For example, a Soldier/Civilian may get married enroute to the new installation, which changes their housing requirements and other needs. Command should be informed because the sponsor may need help from another sponsor with more information about meeting the newcomer's needs.
- Ensure you respond to follow up correspondence ASAP, even if the response is, "I don't know the answer to that, but I will find out". Failure to respond for several days/weeks is the quickest way to alienate your assigned Soldier/civilian and make them feel as if you (and your unit) don't care. This also means, you need to let your assigned Soldier/civilian know when you are going to be unavailable (leave, TDY, field exercise, etc) prior to their arrival.



## Sponsor's Responsibilities (Cont'd)

### Sponsor's Duties: Arrival


- Confirm transportation arrangement to pos
- Meet and greet newcomer – Provide a personal welcome
- After 1700 report to the IHG Army Hotel/Welcome Center, located at 7550 Benning Road to sign in to Fort Jackson



- Again, confirm transportation to post, if flying. If driving, confirm arrival time.
- If you want to go above and beyond, you may plan to meet newcomer at a designated place (main gate to personally show where to check-in).
- Make sure that newcomer know where to go if reporting after hours. They should report to the IHG Army Hotel (read location).




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## Sponsor's Responsibilities (Cont'd)

### Sponsor's Duties: Post-Arrival


- Provide basic tour
- Identify immediate needs – Use [Resources](#)
- Introduce to Chain of Command/Supervisor. If married, introduce Spouse to FRG; If single, inform them of the BOSS program
- Sponsors of first-term Soldiers remain for a period consistent with needs
- Provide times for Post Newcomer Orientation: 1<sup>st</sup> Thursday of the month (times provided during in-processing)



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- Provide a tour of the installation just to familiarize the Soldier/Civilian and Family with the location of the PX, commissary, credit union, bank, thrift shop, hospital, gyms, dining facilities, schools, etc. If possible, provide familiarization with the local area as well.
- If any immediate needs, identify resources.
- Connect spouses to FRG, if unit has one.
- 1<sup>st</sup> Term Soldiers may need a little more assistance than seasoned Soldiers; be patient.
- Verify Newcomer Orientation time & location. Info should've been provided to newcomer during in-processing. (**Re-emphasize date/time/location**) Services provided: Childcare/lunch (**If offered**). The PNO is Mandatory for Soldier; spouses are encouraged to attend.

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# Sponsor's Duties: Do & Don'ts!



**DO:**

- **Know and Use Your Resources - CONNECT!!**

**DON'T:**

- Lend your POV to a newcomer
- Lend money / pay their bills
- Act as a chauffeur
- Answer questions if you don't know the answer
- Be afraid to ask for help
- Make decisions for the newcomer; provide information only!

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Knowing the resources that are available will enable you to be able to **CONNECT** your incoming Soldier/personnel to the appropriate resource.

At the same time, you want to be friendly and helpful, but do not get taken advantage of. Politely establish boundaries and provide alternative options when asked to do something you are not comfortable with (i.e.: for \$ issues: refer to AER, for a car: call a cab). Remember the goal of sponsorship is to create resiliency in the new Soldier/Civilian/Family. At every step you should be empowering them so that they rely less and less on you. (EXAMPLE: Do not just give them the answer to a question, show them where you got the answer so that they can help themselves next time)

**This concludes the TASP training. Please complete the ACS In-Processing packet (in-processing & EFMP sheet and survey) and email to [usarmy.jackson.93-sig-bde.mbx.jackson-acs@mail.mil](mailto:usarmy.jackson.93-sig-bde.mbx.jackson-acs@mail.mil).**

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 **Sponsor's Duties: Do & Don'ts!**

  
ARMY COMMUNITY SERVICE  
**ACS**  
Real-Life Solutions for Successful Army Living

**Questions?**


 

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If you have any questions, please call ACS at (803) 751-5256. We are currently teleworking but all calls will be returned, promptly.

Thank you.

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# ACS In-Processing Brief



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This will now begin the ACS In-Processing Brief



# Who Are We?


- A community oriented, social service agency that equips people with the skills needed to face military life challenges today and tomorrow.
- We support Commanders in maintaining readiness by coordinating and/or delivering services that promote self-reliance, resiliency, and stability.
- Fort Jackson's central distribution point for information on installation and civilian community resources.



Army Community Service (ACS) is a community resource center that provides information, referrals and resources designed to help Soldiers and their families thrive during their tour here.

What is important about ACS services? Our service provides an easy access to information and service within our community free of charge.



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# Army Community Service

## PROGRAMS

- Relocation Readiness
- Financial Readiness
- Employment Readiness
- Family Advocacy
- Volunteer Corp
- Information & Referral
- Survivor Outreach Services



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If you are already familiar with ACS, this is an overview of the programs and services that ACS offers. If not, this is an introduction to the programs and services that ACS offers. The same, similar, or more services are offered at other military installations.

Please keep in mind that some of the information may not apply directly to you but you can be a resource to a fellow Soldier or Family member.





# Relocation Readiness

Help make military moves as smooth as possible:

- Newcomer's orientation – welcome & introduction to new installation
- Informational Briefings: Overseas/Stateside assistance for Soldiers/Family members
- Welcome Packets: (hardcopy or electronic)
- Military Installation (Electronic)
  - ✓ Information on any military installation worldwide
- Plan My Move
  - ✓ Customized step-by-step checklist tailored to the unique needs you or your family may have



The Relocation Readiness program seeks to alleviate and/or eliminate the stressors and anxiety that a Soldier and their Family may experience when PCSing from one installation to the next during the life of their career. This mission can be accomplished by providing:

Newcomer Orientation allows you and your Family to get acquainted with the installation after arriving. It is usually mandated and Family members are encouraged to attend. It includes housing, education, healthcare, and more.

Informational Briefings: If you're moving overseas you'll need to know about living in that country (we provide language CD's, maps, translators) We also provide relocation resources for spouses, teens and children moving overseas or stateside.

The Military Installations website. This is where you can go to get an electronic welcome packet for any military installation worldwide. You can download the "free QR Code app on your smart phone and have access 24/7. If you prefer a hard copy of a welcome packet with maps, tourist guides, etc., you can always contact the Relocation Readiness program at the installation.

The Plan My Move (PMM). PMM is where you go to create a customized step-by-step checklist tailored to the unique needs you or your Family may have.



# Relocation Readiness

- lending closet – basic household items to borrow up to 30 days to help get settled
- Multi-Cultural Programs (foreign born spouse support):
  - English as a Second Language resources
  - Citizenship & Immigration liaison with USCIS
- Hearts Apart: support for Families separated from sponsor due to deployment or on an unaccompanied tour




The lending closet is available when you arrive at your new installation and waiting for your household goods to arrive. Items may be borrowed for up to 30 days to help you get settled. At a minimum, you'll find things like basic kitchenware, baby items, irons, ironing boards, folding table & chairs just to name a few. Here at Fort Jackson, all lending closet services are provided curbside due to COVID-19. Call (803) 751-5256, leave a message and your call will be returned promptly.

Our multi-cultural program for foreign born spouses include sharing on-post and off-post community information and assistance for ESL classes. Citizenship & Immigration assistance is also provided through the Relocation Readiness Program. We act as a liaison when you are seeking guidance on the citizenship and residency application process.

Hearts Apart – provides support to Families separated from their sponsors services an unaccompanied restricted PCS tour or extended temporary duty assignment (TD&, this support group discusses stresses and concerns, and shares coping skills.

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## Financial Readiness Program

Assist Soldiers, Family members and DoD Civilians **reduce debt, build wealth, and be consumer savvy**. The program offer classes in financial and consumer subjects, financial counseling, emergency financial assistance (grants and/or interest-free loans, emergency food assistance), and consumer advocacy.

- Financial Counseling
  - Financial Planning, Personal Financial Readiness (Budgeting/ Credit/ Debt Management/ Checking Account Maintenance)
- Seminars & Workshops
  - (Credit Repair/ Retirement Planning/ Basics of Investing/ Home & Car Buying)
- Emergency Financial Assistance
  - Army Emergency Relief (AER)
  - Emergency Food Assistance Program

**Make ACS Your 1<sup>st</sup> Choice**




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Relocating can be mentally & emotionally draining, expensive and time-consuming causing poor moving decisions, loss of work time, sense of loss, fear of unknown and a feeling of isolation. That in turn can create Family financial problems.

The FRP assist Soldiers, Family members and DoD Civilians **reduce debt, build wealth, and be consumer savvy**. The program offer seminars & workshops in financial and consumer subjects, financial counseling, emergency financial assistance (grants and/or interest-free loans, emergency food assistance), and consumer advocacy.

If you or a fellow Soldier are under financial duress as a result of the move or whatever, AER or Financial Readiness, at ACS, can assist you. AER provides emergency financial assistance to Soldiers – active & retired – and their dependents when there is a valid need. This need may be in the form of a loan or a grant. All loans are 0% interest. **Make ACS your 1<sup>st</sup> choice.**



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# Employment Readiness

## *“Where Career Success Begins”*

- Provide Job Search Assistance
  - Call (803) 751-5256 for appointments
- My Career Advancement Account Helping Spouses Reach Career Goals
  - provides a maximum tuition benefit of \$4,000 with an annual fiscal year cap of \$2,000 to assist eligible military spouses who need professional credentials to meet their career goals.
    - Additional information or assistance can be obtained by contacting a career coach by calling Military OneSource at 800-342-9647.
    - Spouses with an established account with My Career Advancement Account Scholarship may use the Message Box feature to receive information and assistance quickly.
    - Coaches are available Monday through Friday, 7 a.m. to 10 p.m. ET; Saturday, 10 a.m. to 5 p.m. ET



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If you have a spouse or Family member seeking employment, make sure he/she connect with ACS at your new installation. They can assist with resumes, jobs searches and scholarships for schools. This program will help with employment needs.

There's also the My Career Advancement Account (MYCAA) Scholarship which is a workforce development program that provides up to \$4,000 of tuition assistance to eligible military spouses.

You can get additional information or assistance by contacting a career coach at Military OneSource 800-342-9647. If your spouse already have an account with MYCAA they can use the message box feature to receive information and assistance quickly.

Coaches are available Monday – Friday, 7am – 10pm ET & Saturday, 10am – 5pm ET.



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## Mobilization/Deployment Services

- Not staffed to provide face-to-face Soldier & Family Readiness Group (SFRG) briefings/trainings. (Note: name changed 4/1/2019)
- SFRG training is available online via ALMS (<https://www.lms.army.mil>) and Army One Source (<https://myarmyonesource.com/about/training/default.aspxx>).
- We can provide you with a CD that contains the Readiness Essentials for Army Leaders (R.E.A.L) training materials. Note: this training was piloted in 2017 and is not on final DA approved version however it does provide valuable SFRG information.
- SFRG issues/questions pertaining to fundraising should be directed to SJA. The Admin Law attorney, is very knowledgeable in the subject of SFRG do's and don'ts as it pertains to fundraising.



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Mobilization and Deployment Readiness Program provides assistance to Soldiers, Civilians and Family members to maintain individual readiness throughout the Army Force Generation (ARFORGEN) cycle. The Operation Resources for Educating About Deployment and You (Operation READY) training program assists commanders in meeting Family readiness objectives.

At Fort Jackson, we're not staffed to provide face-to-face Soldier & Family Readiness Group (SFRG) briefings/trainings. (Note: name changed 4/1/2019)





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# Family Advocacy Program

Committed to the **prevention of Family violence**. Promote healthy relationships and healthy parenting via classes on stress/anger management, parenting skills, playgroup, 24/7 domestic violence victim advocacy (803-429-4870), respite care, emergency sheltering

- Child Abuse classes and Stress & Anger Management Classes, Anti-Bullying Classes
- Victim Advocacy Services
  - (Safety Planning, Information and Referral, Prevention of Intimate Partner Violence (IPV))
- New/Sole Parent Support Group
  - (Baby Care workshops, Breastfeeding classes, Parenting Classes, & free baby bundles to new parents)



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**(You will receive or have received a more in-depth FAP briefing).** FAP helps Soldiers and Families recognize and meet the unique challenges of military lifestyles. Service include seminars, workshops, counseling, and intervention to help strengthen the relationship of Army Families. They are also dedicated to the prevention of domestic abuse, child abuse, and neglect of Soldiers and their Families through offering education, prompt reporting, investigation, intervention, and treatment..

Within FAP is the New Parent Support Program that help build strong, healthy bonds with their infants and toddlers that may lay the foundation for their social and emotional development. The program offers support and guidance with military Families for Soldiers and Family members who are expecting a child have children up to 3 years of age. Through various supportive services, classes, and home visits, they help new parents learn to cope with everyday demands of parenthood, as well as stress, isolation, and post-deployments reunions.





## Family Advocacy Program (Cont'd)

- Exceptional Family Member Program (EFMP).
  - Assist Soldiers and FMs with **special needs (medical or educational)**
  - provision of advocacy,
  - information and referral
  - linkage to local community programs
  - up to 25 hours/month of respite care



The Exceptional Family Member Program or EFMP extends help in the form of education, community support, and awareness to those Soldiers who have family members with special needs. The program manager works closely with agencies like the installation's hospital, school programs, and housing to ensure that these family members identified needs are addressed within the community. Identifying special needs is essential in order to appropriately handle any issues before they get out of hand.



# Volunteer Corp

- Recruitment, training and placement of volunteers
  - Volunteers include Soldiers, Family members, Youth, Veterans, and Army Civilians
  - All volunteers are afforded an opportunity to learn new skills or enhance existing skills to add to their resumes via volunteerism
- Recognition of volunteers
  - Annual and quarterly volunteer recognition by the Commanding General and Post Command Sergeant Major
- Liaison between Command Group and installation volunteers



The Volunteer Corp program seeks to promote and strengthen volunteerism by uniting community volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment. Volunteers include Soldiers, Family members, Youth, Veterans, and Army Civilians. Here on Fort Jackson, we serve as the recruiter and trainer of all volunteers as well as placing those volunteers with the various agencies. Fort Jackson recognizes volunteers for their dedicated service quarterly and annually during the Installation Awards Ceremony hosted by the Commanding General and the Post Command Sergeant. Lastly, the program manager serves as the liaison between the Command Group and the installation volunteers, addressing any issues or concerns that may arise on either side.



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# Information & Referral



Fort Jackson's central distribution point for information on installation and civilian community resources



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Information & Referral provides Soldiers and Families with timely, comprehensive information on both military and community resources that will assist in meeting basic needs and improve quality of life.



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# Survivor Outreach Services

- Advocacy and linkage to local community resources for survivors of active duty deceased fallen Soldiers.
- Information and Referral service, linking Family members to on and off-post programs and organizations.
- Assistance with financial planning, advice, money management, education and advocacy.




The Survivor Outreach Service program was established to provide a continuous link to the Army Family to Families of our active duty fallen Soldiers. The SOS Coordinator provide expertise on local, state and federal benefits and works closely with the Casualty Assistance Officers in providing the surviving Active Duty Family with assistance in understanding and applying for their entitlements.

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# Military OneSource

800-342-9647 or <https://www.militaryonesource.mil>



1-800-342-9647



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- Virtual ACS
- Information and Referral Agency (can assist with anything from A to Z).
- Counselors are available to answer any question you may have; big or small
- They speak over 150 languages
- 24/7 availability via 1800 number or website
- **Any documents that need to be translated you need to utilize Military OneSource, not the Legal Office**

If you have Soldiers or Family members who are geographically dispersed away from a military installation, have issues, concerns, or emergencies, they can contact Military OneSource (MOS) for assistance.



## Location

**MG John A. Renner**  
**Building 9810**

**Hours of Operation**  
**0730 – 1630**

## Telephone

**803-751-5256 or 800-337-3445**

**<http://jackson.armymwr.com/us/jackson/programs/army>**

Follow us on Facebook (**Fort Jackson Army Community Service**)

**MAKE US YOUR 1<sup>st</sup> CHOICE. ALL SERVICES ARE FREE!**

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If you would like to contact us for more information you are welcome to call our office at (803) 751-5256. Due to COVID-19, we are teleworking but someone will return your call and will setup an appointment to meet with you. We are located at 9810 Lee Road (across from the Chaplain School). Also, you can find additional information on the ACS website and on the ACS Calendar which are updated every month. Remember our services are comparable to what a Soldier may receive outside the gate with one major exception—we are FREE of charge.

Like us up on Facebook: Fort Jackson Army Community Service


**Make ACS Your 1<sup>st</sup> Choice**



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# Questions?



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If you have any questions, please give us a call at (803) 751-5256 and someone will return your call promptly.

**This concludes the ACS In-Processing Brief. Please complete the survey you received with the ACS In-Processing packet and email to [usarmy.jackson.93-sig-bde.mbx.jackson-accs@mail.mil](mailto:usarmy.jackson.93-sig-bde.mbx.jackson-accs@mail.mil).**



# Army Community Service Certificate of Completion

*is presented to*

*for successfully completing*

*Total Army Sponsorship Training*

*on*

*Miranda Broadus  
Relocation Readiness Program Manager  
Fort Jackson, South Carolina*

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Please complete your certificate of completion and present to your Unit upon In-Processing. Do not return with your in-processing checklist.

Thank you and again, Welcome to Fort Jackson! Victory Starts Here!